

Central Healthcare Centre
Patient Participation Group

Meeting Friday 24th February 2017 @ 10.00 am



Minutes

Present:	Jamie Barbi Ray Cleveland Tina Cleveland	Graham Dunhill Lyn Gibbs Dawn Jermany	Sue Meecham Tony Waring
Apologies:	Val Cadmore Peter Kirkpatrick Sue Knights	Kathryn Marshall Sandra Peppiatt Chris Smith	Emily Smith Elaine Watson

Item	Action
<p>1. Tina welcomed everyone to the meeting and introduced Ray, who was attending the meeting with a view to becoming a committee member. Jamie signed a confidentiality agreement.</p> <p>2. Minutes from the meeting on 20th January were agreed as accurate and the action point log was reviewed as follows: AP1/16 – Cleared AP13/16 – C/F, needs to be revised so Tina will discuss with Dawn AP24/16 – C/F, Tina to liaise with Karen. AP1/17 – C/F, lanyards produced just need plastic holders which Tina will progress AP2/17 – Removed, see section four AP3/17 – C/F, committee to email Tina details about what skills they have (planning, communicating etc.) and what they enjoy doing (meeting people, behind the scenes etc.) AP6/17 – C/F, GMC contacted about closer working with CHC PPG – they will discuss at their next meeting on 29.2.17. AP7/17 – Cleared. System One does not allow for specific clinicians to be listed so unfortunately online appointments have to be restricted to GP's only. If Advanced nurse practitioners & nurse practitioners were included all the nurses and other clinicians would automatically be included as well which isn't practicable. Dawn is discussing possible workarounds with IT technicians.</p> <p>As repeat prescriptions can be ordered and test results can be checked online, patients are being encouraged to request online access. This will benefit patients as well as reception staff.</p> <p>AP9/17 – Tina to produce a step by step guide on how to access information online</p> <p>AP10/17 – Dawn to advise Tina what the current take-up figure is for online access once she receives latest figures</p>	<p>Tina</p> <p>Dawn</p>
<p>3. Practice Update:</p> <ul style="list-style-type: none"> Esther, ANP, started three weeks ago and has settled in very well. She does home visits (including residential & nursing homes) as well as 	

seeing patients in the practice.

- Julie, NP, will start work at the practice on 27.2.17.
- Richard, physio therapist, works every Monday morning. He deals with patients suffering with mobility issues as well as people with back pain, neck pain, wrist pain etc. Positive feedback received from patients he is working with so need to promote his services.
- GP Resilience Funding – CHC bid was successful but allocated funding has to be used by 31.3.17. Dawn will make another bid for funding from 1.4.17. Restrictions in its usage allowed
 - a) A retained GP from CCG to visit the practice to advise how they could become more efficient – he had no suggestions to make.
 - b) Services of a Project Manager to assist in planning a strategy for the CHC to progress over the coming five years.
 - c) Clinical Pharmacist one day a week to deal with patient medicine enquiries, discharge medicines for patients etc.
 - d) Lots of work is being generated from care / residential homes so on Monday, a GP from CCG will visit to look at the training needs of staff working in these homes, to see how they can be more proactive in meeting the needs of people in their care.
- Dawn has already expressed an interest in employing a permanent Clinical Pharmacist when the next tranche become available.
- CHC still has vacancies for two permanent GP's. Dr Mohamed (locum) will be at CHC for a year with a view to extending and Dr Popa (locum) will also be here for a year working four days a week.
- As highlighted by the media, because of the shortage of GP's, patients need to accept that their calls will be triaged by a receptionist and they will be given an appointment with the appropriate clinician this could be a Nurse practitioner (NP) / Advanced Nurse practitioner (ANP), a pharmacist or physio etc rather than a GP. PPG have a role to play in helping the practice promote these changes to patients and advertise the new way of working. Active sign posting starts with reception staff asking what the problem is, then ensuring that the patient is booked in to see the appropriate clinician. It was suggested that an event could be organised for patients with Andy Evans (or similar) as guest speaker. Also suggested that a mailshot could be sent to all patients outlining the alternative way of working. CCG are running a workshop on 8.3.17 to discuss the Primary Care strategy and the Sustainability and Transformation Plan. It was agreed to see what proposals they have, if any, about how to promote these changes and to see if any funding is available to help practices inform patients. A decision will be made after that to agree way forward, Meanwhile, every effort will be made to promote the services of ANP's & NP's in CHC. Work to take photos of clinicians will be completed so we can advertise who is who and the type of ailments and illness they deal with.
- The practice applied to close the patient list for six months but, despite support from LMC, CCG denied this request, Dawn will discuss this request again with CCG.

4. Proposed Event between Clinicians & Social Care:

It was agreed that this event would be deferred, and that we would concentrate our efforts on promoting and communicating the new way of working to patients. If such an event is planned at a later date it was agreed that patients would also be invited to attend. Dawn will see if she can attend the next event organised by East Norfolk Medical Practice.

<ul style="list-style-type: none"> It was agreed that minutes from the PPG meetings will be included in the CHC website starting with January 2017. <p>AP13/17 – Dawn to arrange for PPG minutes to be posted on the website</p>	Dawn
<ul style="list-style-type: none"> Lorraine Rollo said at the HE PPG Forum that “Your Health” booklets had been sent to all practices but Dawn has no recollection of seeing any. <p>AP14/17 – Lyn to query non receipt of Your Health booklets with Lorraine</p> <ul style="list-style-type: none"> It was asked if a list could be produced showing which clinicians (GP’s, ANP’s & NP’s) work on what days. 	Lyn
<p>AP15/17 – Dawn to email list of clinicians to Lyn for distribution</p> <ul style="list-style-type: none"> Small procedures such as mole removal are done at CHC surgery. Tina confirmed that she has seen a cryotherapy machine in one of the rooms (not the one from FHC). It was queried whether we should have PPG meetings with the three other practices in the Gorleston Hub. Tina re-iterated that only the GMC has a PPG and that we have already contacted them to suggest closer working. Neither Millwood nor Falkland surgeries have PPG’s. It was suggested that the TV screens in the waiting room would be an ideal way to communicate with patients. Dawn is waiting for technicians to install the screen from FHC and to move another screen to the nurses waiting area. Dawn will progress with the technician. CCG had asked for volunteers to lead walks for patients. Request was circulated but no volunteers so no further action to be taken. Two members who cannot attend meetings on a Friday morning will become virtual members so we now have vacancies on the committee. There were no objections from any members present to Ray becoming a committee member. In answer to comments raised on the “nominate a star” forms the next newsletter will include a “You said – We Did” article. <p>Dates of future meetings:</p> <p>Friday 7th April 2017 @ 10.00 am</p> <p>Friday 19th May 2017 @ 10.00 am</p> <p>Meeting closed 11.40</p>	Dawn